



# State of Nevada

## Technical Standards & Architecture Committee

### Standard

Control No.	Rev.	Title	Effective Date	Page
5.01	D	Personal Computer Software Acquisitions and Upgrades	12/11/03	1 of 3

#### 1.0 PURPOSE

To establish Personal Computer (PC) software replacement and upgrade standard for employees of the State of Nevada in order to utilize the benefits of next-generation office environments, simplify technical support issues, and increase the State's ability to deploy new solutions to business problems.

#### 2.0 SCOPE

The standards set forth in this standard apply to all agencies of the Executive Branch and to all other agencies that wish to utilize the enterprise information transport (SILVERNET).

The requirements of this standard are effective 90 days after sign-off by the Governor or his designee..

#### 4.0 RESPONSIBILITIES

Budgetary considerations play into any upgrade decisions that a State agency makes. It is recommended that State agencies determine an appropriate replacement cycle on the major software products in use on PCs. The major software products will include office productivity suites (e.g. Microsoft Office or Corel Word Perfect), Computer Assisted Drafting (CAD) or Rapid Application Design (RAD) suites (e.g. AutoCad, Microsoft Visual Studio), Geographic Information System (GIS) software (e.g. Intergraph, ArcInfo), and accounting packages (e.g. Real World or PeachTree).

Software Maintenance - Following the original license purchase, software maintenance may be purchased within the contractor's specified timeframes (e.g. for Microsoft Software Assurance agreement, within 90 days of license purchase). Without software maintenance, upgrading the software will require the purchase of a new license. Therefore, it is recommended that State agencies explore the possibilities of negotiating licensing options that include maintenance and upgrades during the initial purchase.

#### 5.0 RELATED DOCUMENTS

NRS 242, NRS 332.115, all Security PSPs

#### 6.0 STANDARD

In general, it is recommended that any software package or application in use be no more than two revisions behind the currently available version. Agencies should consider the costs for supporting multiple versions.



# State of Nevada

## Technical Standards & Architecture Committee

### Standard

Control No.	Rev.	Title	Effective Date	Page
5.01	D	Personal Computer Software Acquisitions and Upgrades	12/11/03	2 of 3

#### ACQUISITION

With the exception of the Operating System (e.g. Windows 2000, Windows XP, etc.), Microsoft and Novel computer software **cannot** be purchased with the hardware. **ALL** purchases of Microsoft products (including Client Access Licenses (CALs)) and Novell software must be purchased through the State's fulfillment contracts. Other software products may be purchased direct IF the total order (not item) is in accordance with the State's Purchasing Contract. Anything over that amount must be submitted on a requisition to State Purchasing for processing. Requisitions over the State's Purchasing Contract will require a formal bidding process.

#### SOFTWARE SUITES

Upgrades to productivity software such as a suite that is comprised of word processing, spreadsheet, database etc. should be given careful consideration. New features supported by software suites should be balanced against possible problems with new versions of software. The amount of time required for installation, training and or adjustment to using new software must to be considered. Possible backward compatibility issues with earlier versions of the same vendor software or a version of similar software from other vendors must be considered.

In some cases it may be best to forgo installation of new software until a successful track record for the software has been established. Typically, service packs are required and provided after the initial release of product upgrades. While the base product may perform with few user noticeable problems, security issues and subtle program imperfections have been known to cause problems that may incur much administrative overhead or in some drastic cases a rollback to an earlier version with the associated time and expense involved.

#### ANTI VIRUS PRODUCTS

***Some sort of Anti-virus program is required for all computers including Personal Computer/LAN Workstations, Portable Computers, File Servers, and CADD Class Workstations.***

Some software, such as anti-virus programs, needs to be upgraded on a constant basis and the licensing usually provides for at least one year of no-cost upgrades. Agencies should be sure to upgrade the virus definition files on at least a monthly (or even weekly) basis and whenever there is an alert for a new virus. Agencies should check with the vendors at least once a year to ascertain if a major version upgrade of the Anti Virus software engine is available and for continued maintenance of DAT files.

#### INTEROPERABILITY

Consideration should be given to the possibility that Federal or State requirements for interoperability or security may mandate certain versions of software. This may require version upgrades or possibly new purchases.

In rare instances a hardware upgrade may dictate a software upgrade. An example of this would be an application that did not support Windows security or networking and had to be upgraded because newer hardware is procured with a later Operating System version (e.g. Windows 98 or Windows 2000). In general these instances can be identified with the help of DoIT during a requirements analysis.



# State of Nevada

## Technical Standards & Architecture Committee

### Standard

Control No.	Rev.	Title	Effective Date	Page
5.01	D	Personal Computer Software Acquisitions and Upgrades	12/11/03	3 of 3

#### 7.0 EXCEPTIONS/OTHER ISSUES

None.

#### 8.0 DEFINITIONS/BACKGROUND

Nevada Revised Statute (NRS) 242.115 requires the Planning and Research unit of the Planning and Programming Division of the Department of Information Technology (DoIT) to develop guidelines and procedures for the procurement and maintenance of the information systems of the Executive Branch of government.

NRS 242.151 requires the Director of the Department of Information Technology to advise agencies regarding the policy for Information Technology as that policy relates to items such as standards and criteria for the selection, location, and use of information systems.

<i>Approved By</i>		
Title	Signature	Date
Tech Standards & Architecture Committee Chair	Signature on File	12/15/03
NV IT Operations Committee Chair	Signature on File	12/15/03

<i>Document History</i>		
Revision	Date	Change
(A)	11/21/2000	Initial release as CS STD 3.3
(B)	10/22/2001	Updated and released
(C)	7/01/02	Updated and changed to Interim Standard 2.08 and suspended.
(D)	12/11/03	Updated and released as 5.01